

STATE AND CONSUMER SERVICES AGENCY

DEPARTMENT OF FAIR EMPLOYMENT AND HOUSING

JOB OPPORTUNITY BULLETIN

AN EQUAL OPPORTUNITY EMPLOYER TO ALL REGARDLESS OF RACE, COLOR, CREED, NATIONAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, DISABILITY, RELIGIOUS OR POLITICAL AFFILIATION, AGE, OR SEXUAL ORIENTATION.

IT IS AN OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG-FREE WORKPLACE. ANY APPLICANT FOR STATE EMPLOYMENT WILL BE EXPECTED TO BEHAVE IN ACCORDANCE WITH THIS OBJECTIVE BECAUSE THE USE OF ILLEGAL DRUGS IS INCONSISTENT WITH THE LAW OF THE STATE, THE RULES GOVERNING CIVIL SERVICE AND THE SPECIAL TRUST PLACE IN PUBLIC SERVANTS.

UNIT: Information Systems Center (Position will be headquartered either in Los Angeles or Santa Ana)

CLASSIFICATION: Information Systems Technician (**CONTINGENT UPON APPROVAL OF 2006/2007 BUDGET**)

SALARY: \$2317 - \$3326

FINAL FILING DATE: July 5, 2006

DUTIES: Under the direction of the Supervisor of the Information Systems Center (ISC), the incumbent will function as a first level technical computer support and liaison to the Department's ten Employment Offices, two Housing Offices, and three Legal Offices. Duties will include but will not be limited to the following: Serve as first line troubleshooter to District Offices on multifunction information processing systems, including office automation, the Department's Case Management Information System (CMIS), CMIS Query and Reporting System, Appointment System and Reports, and Housing Systems. Serve as a primary contact for headquarters based ISC staff in the development and ongoing operation of the Department's information systems. Communicate with and conduct on-the-job training in Computer's Operating System (Windows 2000) and Microsoft Office Suite (MS Office 2002/XP) for system users by providing user support to assist end user in producing a more effective and efficient work product. Assist in the development of job setup and operation instructions/procedures for projects relating to the Department's multifunction information processing systems, including installation and use of software and hardware. Install and maintain PC hardware components including hard drives, RAM, modems, CD ROM drives, monitors, keyboards and mice as needed. Travel to Department's District Offices as needed. Prepare reports to show uptime, downtime, hardware and software failures and other statistical reports as needed. Other duties as assigned.

DESIRABLE QUALIFICATIONS: Working knowledge of current versions of Microsoft Office, including use of Excel, Word, Outlook, Messaging, Calendaring and Tasking, and Microsoft Windows. Ability to navigate menus and traverse directories in Windows Explorer. Ability to troubleshoot hard drive, printer, monitor and modem problems. General knowledge of Windows-based telecommunications software is desirable. Experience with Microsoft Windows 2000, including setting up and sharing of network resources such as printers, modems and files. Well organized with close attention to detail; good interpersonal skills; ability to work with minimal supervision.

WHO SHOULD APPLY: Applicants must be current or former State employee with transfer or reinstatement eligibility for this classification, or be reachable on a current employment list for this classification. Appointment is subject to SROA and State surplus policies. Surplus candidates must submit copy of surplus status letter. All applicants must clearly indicate their basis for eligibility on the State application (STD 678). Applicants will be screened and those best qualified will be interviewed.

SEND COMPLETED STATE APPLICATION (STD 678) TO:

Department of Fair Employment and Housing
ATTN: Personnel Office
2218 Kausen Drive, Suite 100
Elk Grove, CA 95758

(916) 478-7229
TTY (800) 700-2320

ISSUE DATE: 06/14/06